VOLUME VII, NUMBER 3 SEPTEMBER 1990

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

Safe Drivers Honored

Hats off to the 173 drivers who were honored at the annual Safe Driver Awards Banquet on August 17th. We're proud to have so many skilled operators. It's no easy feat in San Francisco's driving conditions to operate a Muni passenger vehicle for 15 years without an avoidable accident. And yet the drivers honored have carried Muni passengers safely for 15 to 30 years! Topping the list is William T. Shelby, who received an award for 30 years of safe driving.

Congratulations to Shelby and to the following drivers who deserve the highest praise for a job well done:

15 years: Roger Becknell, William Bruner, Bruce Chester, Ying Chin, Marsell Crossland, Martin Islas, Clarence Jason, Preston Johnson, Max Kern, Thomas Primus, Leon Rashed, Wardell Slaughter, Richard Yau, George Young, Carter Bell, Leon Bellamy, James Byrd, George Cea, Charles Elmore, Zebedee Hampton, James Jackson, Patrick Nolan, James Pyatt, Kelly Roumbanis, Irwin Schonberger, Robert Walker

16 years: Augusto Aldana, Hubert Anderson, John Joe Barry, Henry Burford, Jr., Kwok Chan, Stephen Dickson,

Continued on pg. 8

Muni's Labor Unions

Photo: Carmen Magana

The smiling faces of the union reps and officers of the Transport Workers Union, Local 250A, from left to right, First Row: Joe Barnes, Claire Caldwell, Weston Hatch, Orase McGhee, LeJeune Carter. Second Row, standing on bus: Herbert Goodspeed, Charles Flintroy, William Sisk, William Jung.

by George Newkirk,
Director, Labor Relations

Most people are aware of the fact that Muni employs over 3500 people. But did you know that there are 14 unions and/or bargaining units that represent many of those employees?

Probably the best known union is the Transport Workers Union Local 250A, which represents Muni's largest single group of employees — the transit operators. TWU Local 250A also represents the automotive service workers under a separate Memorandum of Understanding (MOU). The TWU has represented Muni drivers ever since there has been union representation at Muni. Until 1966, it shared that representation with the Amalgamated Transit Union (ATU) when an election was held and the TWU won the right to represent all of the transit operators. An interesting fact is that the "A" in 250A was included to recognize those operators who joined the TWU from the ATU.

The next largest union at Muni is the United Public Employees Union, Local 790,

Continued on pg. 7

NWS-F13-07

Management Message

Motivation

Six Ways to Boost Productivity

Motivation and Morale are key factors in increased productivity. Most scholars agree that there are six ways to boost productivity. Muni's goal first and foremost is to provide quality transit service to our patrons.

Principle 1: Workers' motivation is based on their perceptions of what they are supposed to do. Be sure employees understand what they are to do.

Principle 2: Individuals value different things. It's necessary to find out what subgroups at work really want.

Principle 3: Establish clear, challenging performance standards (goals) in conjunction with employees, and they will strive to meet them.

Principle 4: People work harder when clear connections exist between effort, performance and valued outcomes. Be sure one leads to the other.

Principle 5: People will respond better when they learn how well they are doing in terms of effort and performance. We should always provide a means for receiving performance feedback.

Principle 6: Motivation and performance change over time. Conditions and people's attitudes can change. Any motivational system should be regularly monitored and changed when monitoring data indicate that change is necessary. Use attitude surveys to learn whether employees believe that contingencies are applied fairly.

We should check our organization to ascertain that these six basic principles for relating motivation to productivity are being applied. Transit Service is our only business.

Johnny Stein
Acting General Manager

Editor's Box

Dear Reader,

In this issue we are making some changes. The Unsung Hero column appears on page 3 where Awards used to appear. Awards appears on pages 4 and 5 and expands to include a profile of the main winners in addition to their photographs. We're doing this to highlight and give more information on our deserving monthly award winners. News, Transitions and Riders Speak will appear on pages 6, 7 and 8 as space permits.

Sincerely,

Anne Milner
Editor

Employee Notice

United Way of the Bay Area San Francisco County office is actively seeking volunteers. United Way offers many opportunities including your direct involvement in such areas as child care, employment counseling, and drug and alcohol abuse prevention. You can be an active participant in issues that have an impact in your local community, develop and enhance your leadership and managerial skills and network while being an involved citizen. United Way of the Bay Area funds over 300 agencies of diverse programs, populations and size. Training programs for volunteers are provided by United Way and times are flexible. Give Michael Richards a call at (415) 554-2414 today. YOU CAN MAKE A DIFFERENCE!

Job File

2846 Nutritionist, Women, Infants & Children Program, Department of Public Health, $40,898-49,634 annually. File immediately, 821-8084; **1424 Clerk Typist,** Police Department, Public Health, Airport, $22,100-$26,702 annually. File immediately, 557-4893, 44 Gough Street; **1426 Clerk Typist** Public Health, $24,156 - $29,256 annually. File immediately. 557-4893, 44 Gough. **2323 Clinical Nurse Specialist, Acute Psychiatric Inpatient Services and Emergency Department,** Public Health, $53,378-68,112. File Immediately, 821-8084. **2140 Hospital Administrative Assistant,** $42,276 -$51,350 annually. File Immediately, 821-8084. **3830 Public Health Nurse,** $48,412 -60,580 annually, File Immediately, 821-8084; **2324 Nursing Supervisor,** $54,444-70,122, File Immediately, 821-8084, **9382 Government and Public Affairs Manager,** Port, $54,184-65,858 annually, Apply by September 21, 274-0425.

For these and other positions, call the Civil Service Hotline at 558-4496 or the PUC Hotline at 554-1669.

Congrats!

The Divisional Operators of the Month for August were:

Cable Car:	Franklin Wright
Green:	Allen Albrecht
Kirkland:	Leonardo Offril
Potrero:	Bobby LeFlore
Presidio:	Searcy Giles
Woods:	James Riley

Unsung Hero

Rich Dale

Superintendent of Trolley Coach Maintenance Operation

Background: Rich is a native San Franciscan born in the Portola District. He attended E. R. Taylor Elementary and Woodrow Wilson High School and went on to City College, SF State and the University of Nevada at Las Vegas where he studied social sciences. Following his education, he went into the U.S. Navy. He was stationed in San Diego from 1971 to 1975 as an aviation electrician.

Photo: Carmen Magana

Rich Dale

Career: Rich worked in Las Vegas for three years as an office manager for an ornamental iron company. He then returned to San Francisco and took a job with Muni as a 7379 mechanic at Metro. In the 11 and 1/2 years he has been with Muni, he has steadily climbed the ladder. From Metro he moved to Cable Car where he was Division Maintenance Superintendent. He then went to the Green Annex as Technical Services Superintendent and was subsequently promoted to his present position at Potrero as Superintendent of Trolley Coach Operations.

Family: Rich is married. His wife, Valjean, teaches word processing at Laney College and runs her own word processing business. Rich has a son, Richard, who is 11, from a previous marriage.

Outside Interests: Rich enjoys playing tennis, pursuing photography and studying philosophy.

Words of Wisdom: "I've found a home at Muni and I'll never leave home!"

Awards

August Systemwide Operator of the Month

Name:	Hazel D. Longino
Division:	Flynn
Years with Muni:	Nine
Background:	
Birthplace:	Mississippi
Education:	John Adams Adult School
Previous Employment:	Clerk and coin collector at Pacific Telephone; Receptionist for BayView-Hunters Point Affirmative Action Program
Marital Status:	Divorced
Children:	Four grown children
Hobbies and Interests:	Gardening, cooking, sewing and bowling.
Words of Wisdom:	"Do the best you can safely. Don't worry about problems that you can do nothing about."

Photo: Carmen Magana

August Muni Operator of the Month Hazel Longino of Flynn Division.

Photo: Carmen Magana

Operator of the Month Runner-Up Lena K. Wright of Flynn Division.

Systemwide Operator of the Month Runner-Up

Name:	Lena K. Wright
Division:	Flynn
Years with Muni:	Nine
Background:	
Birthplace:	Georgia
Education:	Two semesters at City College, one year at Heald Business College
Previous Employment:	San Francisco Youth Guidance Center
Marital Status:	Divorced
Children:	Three grown children
Hobbies and Interests:	Dancing and bowling (She and Hazel Longino bowl in the same league)
Words of Wisdom:	"Never give up."

Awards

Outstanding Engineering and Administration Worker of the Quarter

Name:	Phil G. Sotto
Department:	Municipal Railway Engineering
Position:	Electrical Engineering Associate I
Years with Muni:	18
Background:	
Birthplace:	Cebu, Philippines
Education:	BSME, Far Eastern University, Manila, 1961; BSEE Far Eastern University, Manila,1965; California Teaching Credential, California State University, Hayward, 1972
Previous Employment:	Draftsman-Illustrator in Quezon City, Philippines, 1954-1969.
Marital Status:	Married to Susan
Children:	Four children and 11 grandchildren
Hobbies and Interests:	Basketball, volleyball, table tennis, tennis and playing the guitar and ukulele
Words of Wisdom:	"If it will brighten someone's day, say it."

Photo: Carmen Magana

Outstanding Engineering and Administration Worker of the Quarter Phil Sotto of Municipal Railway Engineering.

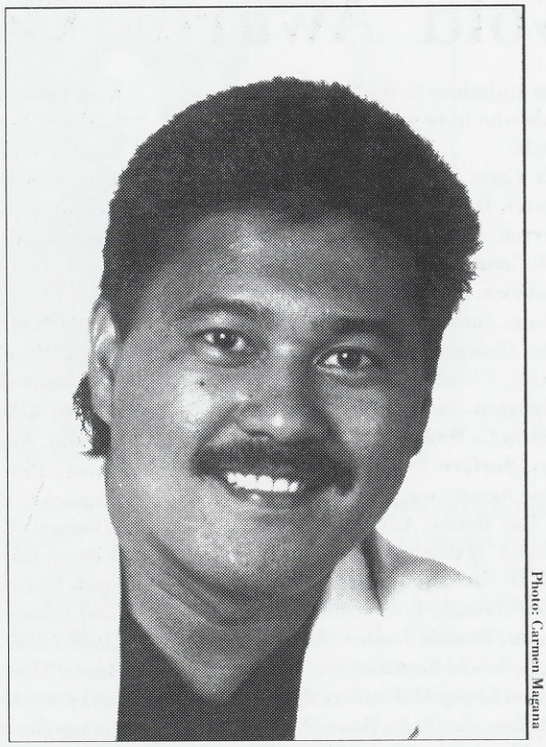


Photo: Carmen Magana

August Maintenance Worker of the Month Eddie Ribay of Ways and Structures

August Maintenance Worker of the Month

Name:	Eddie Ribay
Division:	Ways and Structures
Position:	Sheriff's Work Alternative Program Supervisor
Years with Muni:	One and a half
Background:	
Birthplace:	Manila, Philippines
Military Service:	U.S. Army, four years
Previous Employment:	Department of Public Works, two years.
Marital Status:	Married to Donna
Children:	Rose—11 Eddie Leon—9 Anthony—7
Hobbies and Interests:	Basketball, swimming, fishing, enjoying the company of family, friends and coworkers.
Words of Wisdom:	"My goal is to achieve a better purpose and a higher position at the Muni Railway according to my capabilities."

News

Gold Awards Continue

Congratulations to the following people who have won 1990 Gold Awards:

Cable Cars: Alben Chang, David DePucci, David Gerughty, John W. Jefferson, Wade Moon Lee, Raymond M. McCann, Dennis M. McCoy, James Murakawa, Douglas Lee Parr, James E. Penn, Jack Schwartz, Alfredo Sotelo, George Taylor, William Trawick, Charles Turner, Wil T. Washington, James Waterfield, Franklin C. Wright.

Flynn, Surface Transportation: Earnestine Armstrong, Romeo Arriaza, Billy Ray Bailey, Andrew A. Bass, Eugene A. Batiste, Robert Cranshaw, Willie D. Crosley, Marsell Crossland, Percy Freeman, Louis Gilbert, Eugene C. Jones, Donald Jordan, Samuel Joseph, Vaniel Landrio, Jr., Hazel Longino, Lathy McFadden, Richard Lee Milam, Kavai E. Muao, Nelson A. Pino, Floyd Pitts, Anita Price, John Walter Reed, Joseph Rodgers, William T. Rucker, James C. Siverand, Robert L. Walker, John H. Wood, Lena K. Wright.

Potrero Transportation: Cyndia Chambers, Bonnie Fitzpatrick, Franklin Harris, Ahmad Ibrahim, Gwendolyn Jackson, York Kwan, Vivian Landrum, Bobby Le Flore, Kam Li, Joseph Morales-Gianelli, Anthony Rosales, Michael Rosarno, Serafin Verdugo, Booker Washington, Wilbert Williams, Edward Wiltz, Johnny Wise.

Street Operations: James Briner, Ernest Condon, Thomas Johnson, Richard Moultrie, Thomas Mullen, Jr. Curtis Taylor, Raymond Triplitt.

Green Running Repair and Carhouse: James Albert, Richard Babow, Asha Bahati, Eliseo Calimquim, Angelito Carvajal, Goe Tin Chong, Patrick Cooney, Nestor Daquigan, Russell Douglas, Harold Ellingsen, Michael Ellis, William Hayward, Louis Hogan, Karl Johnson, Lloyd Linn, Romer Manag, Leray Mecham, Arthur Michel, John Miller, Thomas Rogers, Jerry Rowe, Duane Silver, Rodolfo Sosa, Kiep Thi, Eddie Topps.

Presidio Maintenance: Eugene Borisow, James Glassman, Douglas Lee, Jack Ng, Ralph Sparks.

Woods Maintenance: Javier Avila, Thomas Ayatch, William Calderon, Richard A. Celis, Pang Chiu, Robert Cox, Robert Doering, Lester Dong, John Estebez, Luke Hays, James Kwan, Robert Linton, Virgilio Mendoza, Roland Miller, Jr., McAlpin Moody, Thomas Nabonne, Alfred Nasaire, Ray Peppars, Soledad (Sally) Santoyo, Edward Schultze, Jorge Torres, Ming Tsia, David Turner, Gordon Wong, Wayne Yu, Larry Yurchenko.

Woods Carpentry Shop: Ronald Guarnica

Administrative Services: Garvin Joe, Rose Miller.

DGM/CTO & Surface Transportation Office: Doris Lanier, Susan Thompson.

PUC Photo Lab: Carmen Magana.

Service Planning, Schedules, & Data Services: Walter Maberry, Duncan Watry.

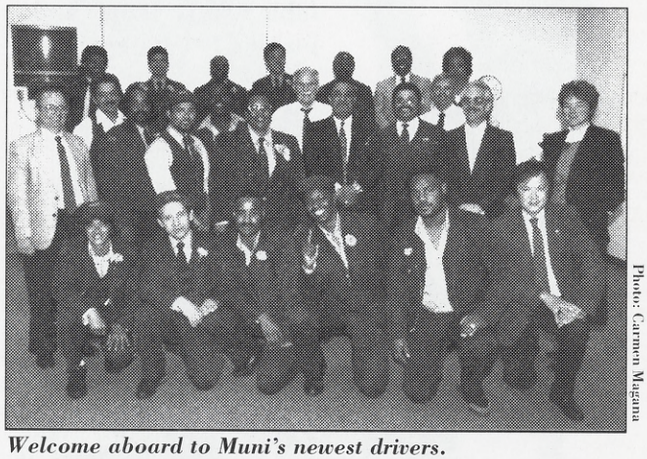


Photo: Carmen Magana

Welcome aboard to Muni's newest drivers.

Photo: Carmen Magana

Congratulations to Roadeo winners, from left to right Romeo Arriaza, Second Place, Raphael Cabrera, First Place and Ron Haren, Third Place!

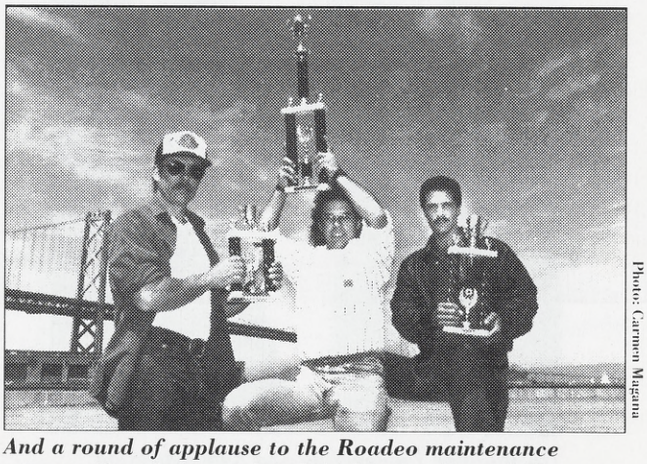


Photo: Carmen Magana

And a round of applause to the Roadeo maintenance winners (from left to right): John Martin, Second Place, Martin Ramos, First Place and Tom Nabonne, Third Place

News

SPORTS TIDBITS

Station Operations Supervisor John Hopper has this to say: "A big pat on the back for Presidio Operator Bill Marra #1297, who scored a hole in one at the annual Odd Fellows Golf Tournament. Bill's hole in one came on the Par 3, 152 yard Third Hole at Northwood Golf Course in Guerneville. ... And Harry Johansen at Cable Car reports that the Cable Car Softball Team, which started playing in 1985 is still going strong.

The uniqueness of the team is that most players have been with Muni for over 20 years and their average age is about 48 years old. Johansen admits that sometimes it's hard keeping up with younger opponents, but that's no deterrent when some of the players used to play professional ball for farm clubs. Johansen played for the Boston Redsox, Ed Chan for the Philadelphia Phillies and Ron Haren for the Pittsburgh Pirates.

These days the Cable Car Softball team plays against opponents in the City League and Community League all year long. Players originally put the team together to relieve stress and just have fun playing ball. Johansen says it's done the trick for a lot of guys who now have better family lives and have licked drug and alcohol problems. If you'd like to see the Cable Car team play, contact Johansen at the Cable Car Division for a game schedule.

Labor Unions *continued*

Photo: Carmen Magana

Representatives from Muni's second largest union, SEIU, Local 790, from left to right: Jackie Smith, Yolanda Paige, Greg Williams, Pauline Perera and seated Claire Zvanski.

which is affiliated with the Service Employees International Union. UPE/SEIU represents almost all of the miscellaneous job categories including clerical positions, car cleaners, station agents and information clerks. Following SEIU, Local 790, is the Automotive Machinist Union Local 1305, representing the third largest group at Muni — the mechanics. These three unions provide excellent representation for the majority of Muni employees and have established a good working relationship with Muni management and its Labor Relations Office. It's important to note that other U.S. transit systems with fewer unions average as many as four arbitrations a week. At Muni, we have had only two in five years. It is our belief that this is because both Labor and Management work very hard to resolve issues through the Joint Labor Management Board and other avenues, before taking them to an arbitrator.

In addition to these three main unions, the 11 other unions that represent Muni employees are: 1) TWU Local 200 representing transit supervisors and managers; 2) Professional and Technical Engineers, Local 21; 3) International Brotherhood of Electrical Workers Local 6; 4) Building and Materials Teamsters Local 216; 5) Labors Union Local 261; 6) Stationary Engineers Local 39; 7) Aerospace Machinist Local 68; 8) Plumbers Union Local 38; 9) Operating Engineers Local 3; 10) Painters Union Local 4; 11) Bay Area District Council of Carpenters.

These 11 unions except for TWU Local 200 have citywide MOUs with other departments besides Muni, and in many cases have special sections that relate to Muni only.

It is fortunate that, for the most part, Muni has a good working relationship with all of these unions. We take this opportunity to salute all of the labor unions that represent Muni employees, knowing that they will continue to strive to make Muni a great place to work and the best transit system in the nation.

Honors *continued*

Cleon Fleming, Cordell Hall, Willie Harvey, Willie Holmes, Matthew Jenkins, Arthur Larson, Frank Lipkins, III, David Longa, Paul Lunardi, Lathy McFadden, Harvey Mitchell, Douglas Norberg, Robert Owens, James Poole, Jr., Larry Smith, Richard Smith, William Tanner, Woodrow Thomas, Elmer Trujillo, Freddie Turner, Robert Walker, Henry Warsaw, Wilbert Williams.

17 years: Sik Chau, Robert Cranshaw, Henry Crosby, Norman Deams, Willis Fort, Wilfred Garcia, Robert Garrett, Jr., Joseph Groves, Earl Jackson, Dean Miller, Wilson Mills, Bobbie Robinson, Michael Rosarno, Frank Sargent, Jr., James Siverand, Standle Spicer, Billy Stull, George Traylor, Curtis Williams, Franklin Wright, Alfred Wycoff.

Photo: Carmen Magana

Acting Muni General Manager Johnny Stein and TWU, Local 250A President Bobbie Brown congratulate high year winner William Shelby at the Safe Driver Awards Banquet for 30 years of safe driving.

18 years: Willie Andrews, L. Richard Billups, James Brown, Jesse Carr, Vernon Crowder, Edward Cummings, Alvin Essick, Willie Foster, Jr., Carl Grear, Samuel Joseph Ray Kelly, Theris Lee, Donald Lejender, Freddrick Moore, Herpel Nious, Vernon Ogilvie, David Powell, James Reliford, William Rucker, Moses Taylor, James Thomas.

19 years: Willie Booth, Fred Butler, Lawrence Flynn, Melvin Harris, Harvey Hughes, Frank Lee, Jr., Floyd Moore, Loyce Moore, Harry Peat, David Ross, Jr., Gary Ryan, Rich Stephens, Billy Williams, Alfred Willingham, David Wong.

20 years: Allen Albrecht, Arthur Anderson, Delaney Armstead, Thomas Brown, Eugene Craft, Howard Dunson, Bernell Ford, Laurence Houghton, Thomas Law, Rozell Lucky, Arnold Lum, Joseph Mitchell, Angel Orneles, Bruce Sampsell, Jack Smith, Roscoe Smith, Robert Wiseman.

21 years: Robert Booker, Herbert Haynes Eric Kalilimoku, Walter Thomsen, Jay Williams.

22 years: Dan Frazier, Jules Jackson, Donald Jones, Frank Moran, Charles Ramirez, Gerald Watson, Leon Wickett.

23 years: James Barrett, Harold Blatch, Sanford Collins, Errol Harris, Jr., Fred Henderson, Akiyoshi Inouye, James Mabrie, Robert Serpa, Joseph Smith, Booker Washington.

24 years: S.J. Hernandez, Levert Higgins, Jr., Richard Kibbe.

25 years: R.L. Groves, Sr., Robert Mahan, L.T. Randolph, Jr., Paul Schindler, Earnest Webster.

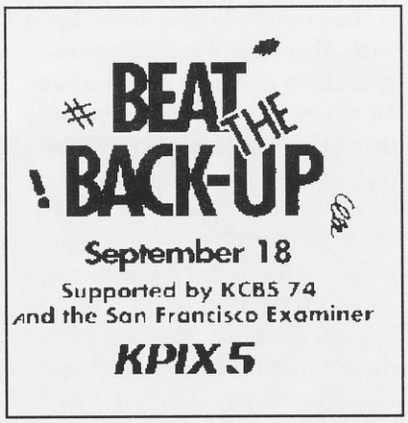
26 years: Cornell Gatewood, Marshall Lacewell, Luther Leonard, John Nevin.

27 years: Edward Esther, Oreal Parker, Jr., John Walter Reed, Joseph Taylor.

28 years: Richard Lee Milam, Price Joseph Phelps, Howard Spriggs.

REMEMBER CALIFORNIA RIDESHARE WEEK!

California Rideshare Week is slated for October 1-5. In addition to Beat the Back-up on September 18th, that's when you can do your part and leave your car at home to keep California moving. Between 1988 and 2000, more than five million new vehicles will have edged in on the more than 21 million vehicles already competing for space on crowded California roads. Help the environment and rideshare!



Credits

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